MENTAL HEALTH
WORKFORCE
ADVISORY COMMITTEE

Mental Health Professional Online Development: EOI for Pilot sites in 2010

2 November 2009

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Part A: Information for prospective health service project sites

Purpose of this document

The Mental Health Workforce Advisory Committee (MHWAC) is undertaking a project to deliver professional development to mental health workers online. This document provides information to assist health services to prepare and submit an expression of interest (EOI) to participate as a pilot site for the rollout of MHPOD (Mental Health Professional Online Development). Rollout is expected to commence in the second quarter of 2010.

MHPOD is currently in development, and when complete, will consist of some seventy hours of online professional development. It is anticipated that learners at pilot sites will undertake at a minimum fifteen hours of material or approximately ten topics. Pilot sites need to provide between twenty and fifty learners, with larger sites providing at least fifteen learners in their first two years working in a mental health service.

Background

MHWAC's role is to provide advice on mental health workforce related issues, and to undertake specific activities and projects. The committee's responsibilities include supporting implementation of the *National Practice Standards for the Mental Health Workforce*. Membership consists of jurisdictional representatives, carer and consumer representatives, an Australian Private Hospital Association representative, an allied health professional, a representative of the College of Psychiatrists, and a nominee of the Health Workforce Principal Committee. All states and territories, and the Commonwealth Government, have contributed funding to this project through MHWAC. The project is being undertaken by CADRE Design, with the Psychosocial Research Centre at the University of Melbourne.

Aim of the project

The aim of the project is to develop and implement an innovative web-based professional education tool primarily for staff from a range of disciplines in public mental health services. The tool will also be of use to workers in other roles in the health system, working with people who have a serious mental illness.

Objectives of the project

- Improve health worker knowledge and awareness of the recognition and treatment of mental disorders;
- Support workforce development, using a web-based education model reflecting the requirements of the *National Practice Standards for the Mental Health Workforce*;
- Demonstrate a cross-jurisdictional approach to the development of on-line clinical education resources for those providing health services to the seriously mentally ill;
- Provide examples of innovative teaching and learning methods in mental health; and
- Improve access to evidence-based educational programs for those providing health services to the seriously mentally ill, including those working in rural and remote areas

Features of the project

1) The project has several elements that are underway or have been completed:

- Establishment of a national Expert Group (EG) to oversee both curriculum development and the content of instructional modules. The EG provides capacity for close examination of content, and reviews and undertakes quality evaluation of topics.
- Establishment of a Project Steering Committee (PSC) to oversee the development and implementation of the project, ensuring it achieves optimal deliverables and user benefit.
- Development of a curriculum overview, based on the *National Practice Standards for the Mental Health Workforce*.
- Delivery and focus testing of an initial set of topics.

- Delivery of the remaining topics, staggered over time.
- Delivery of a Learning Management System (LMS) in Moodle, providing:
    - A learner self-management function, providing participants with secure access to the e-learning modules, the status of the participant's progress through the modules, and the results of any online assessment.
    - A supervisor function allowing supervisors to enrol and track the progress of staff members at particular health services.
    - An administration function allowing tracking and reporting on aggregated enrolments, progress, assessment and program evaluation feedback.
    - A data exporting function allowing the export of individual and/or aggregated participant records to other Learning Management Systems.
    - The capacity to be operated by participants using a dial up connection, with minimal hang time.

2) Other elements of the project relate to this EOI for the selection of pilot sites in each state and territory for MHPOD, commencing in the second quarter of 2010. The project will assist services to identify enablers and barriers to taking up online learning.
3) Learners at pilot sites will be asked to undertake pre- and post-testing on particular topics for evaluation purposes.
4) Pilot sites may also be requested to provide groups of staff who do act as a control group; that is, they have comparable roles to the pilot participants, do pre- and post-testing, but do not access MHPOD.

Overview of participation as a project site

Section 1. MHPOD system and browser requirements

Services will need sufficient hardware, software and internet access for MHPOD to operate:

- MHPOD is designed to operate in any standard web browser with the Flash plug-in. Very old versions (more than 4 years old) such as IE5 and Netscape are not supported. MHPOD is built in Flash and requires the plug-in for Flash 9 or above. Overall Windows XP/Vista and Pentium 4 or better and 1 Gigabyte of RAM is recommended. MHPOD will operate effectively at specifications down to P3.
- The complete system requirements (Windows, Macintosh and other operating systems) for Flash are regularly updated on the Adobe site: http://www.adobe.com/products/flashplayer/systemreqs/
- The screen is optimized for 1024 X 768 pixels and a sound card is required for video and audio content.

Section 2. Aims

- To identify enablers and barriers to the successful implementation of MHPOD.
- To support services to incorporate MHPOD as a structured component of their professional development programs for existing and new staff.
- To evaluate MHPOD's effectiveness as a professional development tool

Section 3. Objectives

- To test the delivery of MHPOD in selected services including:
    - identifying enablers and barriers to the successful introduction of multidisciplinary online learning

- developing and implementing, wherever possible, identified strategies for successful implementation
- identifying and implementing drivers for integrating MHPOD with other professional development activities.

- A facilitated workshop will be held after completion of the project to:
  - review project outcomes and finalise the project evaluation
  - provide an opportunity for feedback enabling participating pilot sites to share their experiences and provide feedback.

- To share project learning through the evaluation process and dissemination of a project report.

Section 4. Project timelines

The preparation, implementation and evaluation of the project sites will be conducted over several months as follows:

Stage 1 – Preparation (November 2009 – February 2010)

- EOI distributed to prospective health service project sites
- Selection of project sites
- Identify project requirements and objectives, and develop an implementation plan
- Design of pilot evaluation process and tools
- Pilot sites to begin process for any institutional approvals required to participate in project evaluation, for example ethics approval
- Selection of project officer responsible for facilitation

Stage 2 – *Project site participation (April 2010 – June 2010)*

- Collect baseline data
- Participate in pilot site activities including delivery of online learning to staff and incorporation of complementary activities such as group discussion or supervision.
- Participate in ongoing data collection, possibly including practice audits, as identified in the project evaluation framework

Stage 3 – *Project Finalisation (July 2010)*

- Work with evaluation provider to finalise project outcomes
- Final workshop
- Conclude project

Key dates related to the project sites are:

Project site key points and processes	**Date**
EOI information kit sent to health services via jurisdictions	November 2009
EOI submission date	7 December 2009
Shortlisting completed	10 December 2009
All applicants informed of EOI outcome	31 January 2010
Agreement to participate signed	Mid-February 2010
Project initiation meeting	Early March 2010
Project site commencement date	April 2010

Completion of project site activities	30 June 2010
Post project site evaluation – interviews, surveys, data collection completed	31 July 2010

Section 5. Scope

The project sites will be established at specialist public mental health services (Area Mental Health Services) drawn from metropolitan and rural/regional/remote services.

Specialist mental health services including aged, child and adolescent mental health services and forensic mental health services are within the scope of this project. Services need to provide between twenty and fifty learners who will undertake at a minimum fifteen hours of material or approximately ten topics. Larger metropolitan sites **must** provide at least fifteen learners in their first two years working in a mental health service. These staff may be new graduates, or staff who have moved into mental health from other areas.

The number of national sites is as follows:

Jurisdiction	% Australian population	Number of sites	
NSW	32.60%	1 metro	1 rural or remote
Victoria	24.78%	1 metro	1 rural or remote
Queensland	20.02%	1 metro	1 rural or remote
WA	10.12%	1 metro	1 rural or remote
SA	7.5%	1 metro	1 rural or remote
Tasmania	2.34%	1 site	
ACT	1.62%	1 site	
NT	1.02%	1 site	
Total	100.00%	1 site	

Section 6. Project methodology

What steps are involved in the project for participating health services?

Overview:

The project will involve the following steps for participating health services:

5.1 Select project site team coordinator and clinical leader

5.2 Attend project initiation meeting

5.3 Brief staff on project aims, objectives and deliverables

5.4 Project participation

- **5.4.1** Baseline data collection
- **5.4.2** Identify project requirements and objectives with external project officer and develop an improvement/enhancement action plan
- **5.4.3** Mental health education staff to undertake training with regard to the learning management system (LMS) and common problems learners may encounter
- **5.4.4** Participate in online learning and some group activities
- **5.4.5** Participate in ongoing data collection, possibly including practice audits, as identified in the project evaluation framework

5.5 Participate in final workshop

5.6 Participate in post project evaluation

Details of each step

1.1 Select project site team coordinator and clinical leader

The identification of a project site team coordinator and clinical leader is required. The project site team coordinator and clinical leader need to be in place prior to the project initiation meeting.

Project site team coordinator will:

- coordinate project site activities and liaise with MHWAC project manager as agreed
- coordinate data collection in line with the project evaluation requirements
- work with project manager to organise project delivery—including organisation of online learning, group sessions, team attendance and timetabling of pre and post testing

The coordinator should be a recognised leader in mental health education, training and professional development within the organisation.

The clinical leader will:

- support the project site team coordinator in fulfilling role requirements
- support participants – motivate, encourage, assist with project development
- work with senior staff to ensure participants are available to undertake online learning and related activities.

The clinical leader should be a recognised clinician with interest and experience in supporting the professional development, training and education of mental health workers.

1.2 Attend project initiation meeting

It is mandatory for at least two project site representatives to attend the project initiation meeting. It is strongly recommended that this is the proposed project site team coordinator and clinical leader.

1.3 Select appropriate participants for project site team

The target participants for the project site team will be key clinical staff within the multidisciplinary team. Teams should comprise six to eight participants. This must include staff responsible for training and education.

1.4 Project participation

1.4.1 Baseline data collection

The evaluation framework will detail baseline data collection requirements in early 2010. It is anticipated that this will include assessment of participants' knowledge of topics related to the National Practice Standards for the Mental Health Workforce and the sharing of de-identified data.

1.4.2 Project initiation workshop

A **two-hour** workshop will be held in each health service project site as a key component of project commencement. This component will include identification of project requirements and objectives with an external project officer and development of a health service specific implementation action plan. A jurisdictional representative will attend the meeting.

1.4.3 Project activities

Each project site team should review progress in a meeting of some two hours half way through the implementation project. A state or territory health department representative should attend the meeting, with a view to supporting implementation of MHPOD more broadly. The meeting should assist project site teams to review progress against their implementation plan, identify enablers and barriers, formulate strategies for progress and plan actions for the next half of the project.

Project site teams will be required to work outside the designated facilitated sessions in order to progress their implementation plan. This work will include, but not be limited to, training and education, data collection and practice audits as identified in the project evaluation framework.

It is anticipated that a number of networking and inter project team opportunities will be arranged to facilitate sharing of ideas, lessons and to track project progress.

1.4.4 Completion of project

Completion of project site participation includes the following components:

1. project and post-project evaluation activities
2. attendance at final workshop
3. participation in post-project evaluation.

1.5 Attend final workshop

A final workshop to discuss project implementation, coordination and outcomes will be held in 2010. It is expected that project participants, project site coordinators and clinical leaders will attend.

1.6 Participate in post-project evaluation

The evaluation framework will detail post-project data collection requirements in early 2010. It is anticipated that this will include qualitative data collection methods such as interviews.

Section 7. What will MHWAC provide for the project site?

7.1 Financial assistance from MHWAC

Funding of **$5,000** will be provided to each selected health service project site.

Funding is provided in acknowledgement of the additional effort asked of mental health service staff and to assist in the following areas:

- backfill for participants to support availability for online learning and related training
- project related activities, including data collection
- venue and catering costs.

Funding will be linked to compliance with project requirements:

- compliance with project methodology
- attendance at project initiation meeting
- submission of pre and post testing data by specified dates
- attendance at final workshop

7.2 Non-financial assistance from the MHWAC

- External project officer to work with project site teams
- Evaluation methodology – data collection tools
- Information and online training for project site coordinator
- Support from MHPOD project team to manage any identified issues.
- Certificate of credit to learners regarding successful completion of MHPOD topics

Part B: Selection criteria and process

Key dates for the EOI are indicated in the table below. Every effort will be made to adhere to the timetable. MHWAC may be required to amend timeframes if unforeseen circumstances arise. Part C of the document outlines the submission conditions and process for the EOI.

Request for EOI circulated	November 2009
Closing date for EOI submissions	7 December 2009
Shortlisting completed	10 December 2009
All applicants informed of EOI outcome	31 January 2010
Agreement to participate signed	Mid-February 2010
Project initiation meeting	Early March 2010
Project site commencement	April 2010

Selection criteria

The following criteria will be used for the evaluation of EOI and selection of the health services to participate as project sites. The response to each criterion should not exceed 200 words.

Criterion 1: The health service demonstrates multidisciplinary commitment to professional development and practice improvement.

Criterion 2: The health service demonstrates recognition of, and commitment to, the opportunities offered by online learning.

Criterion 3: The health service demonstrates commitment by senior leadership to the development of skills, knowledge and attitudes for workers in mental health.

Criterion 4: The health service provides evidence of the ability to implement the project requirements including availability of participants for online learning and related activities, ability to provide backfill, and availability of information technology.

Evaluation process

Expressions of interest must be submitted to the MHWAC Secretariat. They will then be forwarded to the MHPOD Project Steering Committee member for the jurisdiction in which the service is located. Each jurisdiction will select its pilot site or sites based on the evaluation criteria below, and any requirements for a metropolitan or regional/rural/remote service.

An initial evaluation will be used to short list EOIs. Following short listing, health services staff may be contacted by the evaluation panel to provide clarification or further information.

All applicants will be advised in writing of the final outcome of the selection process, including the identity of the successful project sites.

Scoring

EOIs will be scored against the following scale:

Evaluation	Score
Exceeds all aspects of the selection/evaluation criterion	4
Exceeds some aspects of selection/evaluation criterion (and meets all other aspects of the selection/evaluation criterion)	3
Meets the selection criterion	2
Fails some aspects of the selection criterion	1
Fails all aspects of the selection criterion	0

Agreement to participate

Once selection has been finalised, successful health services will be required to sign an 'agreement to participate' document, which outlines the requirements of both the health service and MHWAC in the project. A copy of the participation agreement will be available from the MHWAC Secretariat in November/December 2009.

Part C: Conditions of EOI

Health services wishing to participate in the MHPOD pilot project must provide a submission in accordance with the project requirements noted in this document. Prospective health services project sites are deemed to have:

- examined the EOI document made available by MHWAC to prospective health service project sites for the purpose of the submission
- examined all information relevant to risks, contingencies, and other circumstances having an effect in their submission and which is obtainable by making reasonable inquiries
- satisfied themselves as to the correctness and sufficiency of their submission and that the cost of complying with all conditions and matters and items necessary for due and proper performance and completion of work described in the submission documents, are accepted.

Format of EOI

An EOI template is at Part D of this document. Prospective health services project sites must address their responses to the specifications and will be assessed against the evaluation criteria. Prospective health services project sites are advised to use the EOI template in the preparation of their submission.

An electronic version of the template can be downloaded from the MHPOD website www.mhpod.gov.au

Lodgement of EOI

The EOI must be enclosed in a sealed envelope and marked:

Confidential – EOI

Secretariat Manager

Mental Health Workforce Advisory Committee

Department of Health

Level 17

Postal address:	GPO Box 4057 Melbourne 3001
Delivery address:	Level 17, 50 Lonsdale St Melbourne 3000 (Report to Reception, Ground floor)
Faxed copies	03 9096 8726

and must be received at the above address by **no later than 4pm, Monday 7 December 2009**.

Late or **incomplete** EOIs will **not** be accepted.

EOIs received after the closing time will be recorded as such, with the date and time of receipt, and the documentation will be returned to the sender.

EOIs delivered by the prospective health service project site or their representative (including couriers) must be lodged with the project manager on the above address before the specified closing time.

EOIs forwarded through Australia Post should be posted (addressed as above) to ensure receipt no later than the closing time (registered post advisable).

The EOI must be signed and dated by the Chief Executive of the prospective health service project site.

Three copies of the entire EOI must be submitted.

All EOIs must be in the English language.

EOIs will be opened after 4.00pm on the closing date of EOI and notification of receipt will be forwarded to each prospective health service project site.

Emailed (in PDF format) or faxed EOIs will be accepted if received by the above closing time. Electronic EOIs should be directed to penny.tolhurst@dhs.vic.gov.au. The remaining conditions for lodgement of EOIs will need to be satisfied (such as submission of signed original and copies). The email or fax will need to specify expected delivery of hard copies.

Requests for further information

Clarification of processes

Prospective health services project sites may contact Penny Tolhurst, Secretariat Manager via email at penny.tolhurst@dhs.vic.gov.au to clarify matters relating to the EOI process. Oral explanations or instructions given to prospective health services project sites prior to acceptance of the EOI are not binding.

Clarification of EOI specifications and requests for additional information

Requests for clarification of EOI specifications and requests for additional information must be made in writing. Written requests for clarification or for additional information must be addressed to:

MHPOD Rollout

Att: Penny Tolhurst

Requests can be submitted via

Fax: 03 9096 8726

Email: penny.tolhurst@dhs.vic.gov.au

All requests for clarification or for additional information must be lodged by Monday 30 November 2009 to allow sufficient time for responses.

Additional information required by MHWAC

If information, additional to that contained in an EOI, is required by MHWAC when EOIs are being considered, written information or interviews may be requested to obtain such additional information at no cost to MHWAC. Where possible and appropriate interviews may be via teleconference or videoconference, and may involve jurisdictional health department staff from the state or territory in which the service is located.

The name, telephone number and email address of an officer or employee of the prospective health service project site capable of clarifying aspects of the EOI must be provided.

Payments

It is proposed that two payments will be made and linked to satisfactory achievement of key project stages. The payment schedule will be outlined in the agreement to participate.

General conditions of EOI

EOIs should be submitted using the EOI template included within Part D of this document.

All parts of the EOI template should be completed and submitted before the nominated closing date for EOI.

Any additional supporting information should be attached to the completed EOI template and clearly referenced.

The Chief Executive of the prospective project site health service must sign the EOI template.

Part D

Expression of Interest (EOI) Template – Section 1

Prospective project health service details

Name of service:			
Contact Person:			
Position/Title:			
Address			
Telephone No.		**Facsimile No.**	
Email address			
Number of clinical staff in service (FTE)			
Number of inpatient beds			
Number of learners to participate in pilot (total)*			
Number of learners participating in pilot who are in their first two years working in a mental health service*			

** Pilot sites need to provide between twenty and fifty learners, with larger sites providing at least fifteen learners in their first two years working in a mental health service*

State/Territory	Servicing the following populations	Local catchment area (towns/suburbs)	Approx population in catchment area
☐ ACT ☐ NSW ☐ NT ☐ QLD ☐ SA ☐ TAS ☐ VIC ☐ WA	☐ Metropolitan ☐ Regional/rural ☐ Remote		

Expression of Interest – Section 2

Criterion Response

Criterion 1:	Describe how your health service demonstrates multidisciplinary commitment to professional development and practice improvement. Maximum 200 words
(insert response here)	

Criterion 2:	Describe how your health service demonstrates recognition of, and commitment to, the opportunities offered by online learning. Maximum 200 words
(insert response here)	

Criterion 3:	Outline the level and nature of support for this initiative by senior leadership (clinical and organisational) within your service. What initiatives has the service previously been involved in to promote the development of appropriate skills, knowledge and attitudes for workers in mental health? Maximum 200 words
(insert response here)	

Criterion 4a:	Describe how your service will implement the project requirements including planning, proposed local governance, and availability of participants for online learning and related activities. Maximum 200 words
(insert response here)	

Criterion 4b:	Describe the specific resources that will be available to support the project locally, for example, staff allocation and time, mental health educators, and computers with internet access. Maximum 200 words
Insert response here	

Expression of Interest (EOI) – Section 3

Acceptance of Terms & Conditions

The Chief Executive of the prospective pilot site health service must signify acceptance of the terms and conditions under which the EOI is advertised. Signature as indicated in this part, and an EOI in response to the request for EOI, signifies acceptance of all terms and conditions unless specifically indicated in this section by the prospective project site health service.

Prospective project site health services must indicate their understanding and acceptance of each part of this EOI document, by signing or initialling in the table below. Where any part of this EOI is not understood or accepted, prospective project site health services must attach a tabulated 'Statement of Departures' with explanation of why that part is not accepted.

Acceptance of conditions

Part	**Acceptance (initial)**	**Non-acceptance (initial, and attach tabulated Statement of Departures)**
Part A: Information for prospective project site health service		
Part B: Selection criteria and process		
Part C: Conditions of EOI		
Part D: EOI template		

Endorsement

Signature of Chief Executive for prospective project site health service	
Name of Chief Executive	
Date	